



General Services Administration  
Northwest/Arctic Region  
Downtown Seattle Field Office  
915 Second Avenue, Room 566  
Seattle, WA 98174

July 20, 2011

## MEMORANDUM FOR THE RECORD

FROM: Michael S. Westvold  
Lead Property Manager (10PSWD)

SUBJECT: Quarterly Tenant Meeting Minutes July 20, 2011

**PROJECTS & SPACE MANAGEMENT:** Chris Helmer, Jim Bell and Ken Yeager were in attendance from the JFB ARRA project team.

- Project/Construction Manager – Chris Helmer expressed the project team's appreciation to the GSA tenants and provided a status update on the individual portions of the project. Chris provided a brief synopsis of how the lighting control commissioning process would progress and the possible impact on agency offices. Chris explained that every light in the building would be exercised to see if they were working as designed and the PM office interjected that nobody should be removing bulbs because it would corrupt the process. If any issues with the lighting level it should be address through the service call hot line (1-800-806-8145).
- Jim Bell explained that in conjunction with the ARRA project GSA is working on earning the LEED EB Silver designation for the JFB. The application requires submission of very extensive amount of information on the buildings operations, custodial and building tenants so on occasion there may be a need to contact individual agencies directly for information. Jim explained that **LEED-EB** stands for Leadership in Energy and Environmental Design for Existing Buildings awarded by the US Green Building Council (USGBC).

**OPERATIONS & MAINTENANCE:** Jim Glenn of Northern Management Services Inc., (NMSI) was in attendance.

- Tenants appreciate the overall responsiveness of the O&M contractor.
- A number of tenant representatives did mention they would like follow-up communication after completion of the service call work.

**Please contact the GSA Service Call Hot Line at (1-800-806-8145).**

**CUSTODIAL & GROUNDS:** Michael Leslie and Tracee Christie of Northwest Center Industries, (NWCi) were in attendance.

- The issue and use of leaf blowers was again discussed. The environment impact, the noise and the dust and a disregard for people walking in the area is of concern. The man running the blower doesn't stop for anything or anyone.
- IRS representatives requested clarification from Tracee Christie on the protocol for custodians entering private offices. If the door to a private office is closed (locked or unlocked) the custodian will not enter. They will only enter offices where the door is in a fully opened position.

**Please contact the GSA Service Call Hot Line at (1-800-806-8145).**

**CONCESSIONS:** John Rivett of Sodexho was in attendance.

- John explained they had just completed a Sodexo survey and thanked everyone for their participation. The survey indicated the top two concerns of the customers was the staff not being very friendly and the cost of food. John said the staff issue has been addressed. John explained they make every effort to keep the food costs as low as possible but increases are the result of higher food costs.

**SECURITY & SAFETY:** DHS-FPS was not in attendance.

There was positive feedback regarding the new access procedures.

**All security and related calls should be reported to the Denver Mega-center (1-877-437-7411).**

**PROJECTS & SPACE MANAGEMENT:**

- JFB Property Manager notified the representatives of the Passport agency moving out of JFB and into a lease location the first week in August. The Passport Agency will be placing notices in the lobbies with directions to their new location but for those agencies that receive inquiries regarding their new address it is:

United States Department of State  
Seattle Passport Agency  
300 – Fifth Ave, Suite 600  
Seattle WA 98104

**MISCELLANEOUS**

- Dan Pace with GSA conducted a discussion on the benefits of the JFB Tenant Electronic Communications Handbook (TECH) (website) and provided a small handout with instructions on its use.
- Dan Pace provided the time line for report out of the 2011 GSA Customer Satisfaction survey and that sometime this fall all of the information would be assessed and shared with the JFB tenant agencies.
- Bruce W. Williams informed the meeting the Fitness Center proximity card access system has been repaired. Starting August 1, 2011 the doors will be locked and you will need

proximity card to access the fitness center. If you had access before the system went down you will still have access. If you need to have your proximity card entered into the system then contact April Braxton in the GSA office in room 390.

- A number of agencies asked for the contact information for Duane Taylor's GSA-FAS replacement (Larry Wyer: [larry.wyer@gsa.gov](mailto:larry.wyer@gsa.gov) or on 253-931-7154).
- The Property Management Team are requesting tenants stop leaving plates, flatware and food containers on the sinks in restrooms. The rest room sinks are for washing hands and are not designed for food waste and the washing of dirty dishes. Using the rest room as a dish washing facility could be a possible health hazard and could block drains which could impact the entire building. This also applies to dumping coffee and coffee grounds in the drinking fountains. If you borrow plates and flatware from the Café please return these items,
- During the meeting a number of agencies expressed concerns about the condition and appearance of the common areas and public corridors. It was expressed that agencies have modernized and refreshed their work areas but GSA has not done anything to improve the appearance of the common areas and corridors. The GSA team understands and shares the agencies' concerns, and continues to actively seek funding for work in these areas. That said, given the current budgetary climate, we cannot state with certainty when such funding might be received. If there are specific areas that are damaged beyond wear and tear, or pose a safety issue, please notify the property management office.

**The next quarterly tenant meeting will be at 10:00 AM, October 19, 2011 in the Plaza Steps Café (Eagle Room) of the Jackson Federal Building.**